

Debbie Galeazzi

Subject:

FW: City of Menasha Council Meetings

From: Frantz, Thomas [<mailto:thomas.frantz@uwc.edu>]

Sent: Thursday, February 11, 2016 8:22 AM

Cc: Debbie Galeazzi; Don Merkes

Subject: RE: City of Menasha Council Meetings

AT&T retransmits the signal they get from Time Warner. If the Time Warner feed is disrupted (like it has been at the Winnebago County Board facilities) then AT&T can't get the feed either. AT&T isn't in any different a position than we are. If we don't get the signal, neither does AT&T.

I know Time Warner is not only aware of it but working on a solution.

What makes this complex is that Neenah & Menasha receive the PEG feed from Green Bay along with all the other communities except for Oshkosh. Oshkosh has their own PEG channel that they operated for decades. Because Neenah & Menasha are in Winnebago County subscribers should also receive the transmissions of the Winnebago County Board which is carried by Oshkosh PEG. So a feed is being sent from Green Bay to Oshkosh where there's a switch. When the Winnebago County Board meetings occur, the switch automatically flips Neenah & Menasha subscribers from the Green Bay feed to the Oshkosh PEG feed. When the Winnebago County Board isn't in session the switch allows cable subscribers to see the Green Bay PEG feed where the City of Menasha Council meetings are. The switch that makes that happen has been increasingly erratic. Time Warner knows.

Their engineering staff has been trying to figure out a simpler and more reliable way to make this all work so that Neenah/Menasha subscribers see what they need to see. I've been told they are working on it, but I don't know the particular details of their possible solutions. A good person to talk to at Time Warner is Celeste Flynn.

Please recognize that UW Fox Valley's responsibility is recording the meetings and then delivery of the programs to the PEG origination point. The things we are responsible for are being done on time and correctly. We are not responsible for the cable transmission. I try to assist the municipalities we work with in this situation because in my capacity here at UWFox, I've worked with the cable companies for a long time and because I understand the technical aspects well enough that I can explain it to city leaders should issues like this arise.

To a degree it's also frustrating to Time Warner too because they have multiple boundaries to deal with and have inherited issues/business relationships that were created long before they existed as a company. I'm not trying to excuse them in any way, but navigating all that can make their job more challenging.

Celeste did speak with me about a month ago regarding changes because of that switch issue, but they were still trying to engineer what they considered to be an acceptable solution before they proceeded. So many times, solutions don't always get you 100%. So when you can't get to 100%, what's within the range of "acceptable". I suggested to Celeste that they try again to get to 100%. They're working on it. They don't like getting calls either. :)

Thomas Frantz
Interim Director of Marketing & Communications/Director of IT/Video Production
University of Wisconsin Fox Valley
1478 Midway Rd.
Menasha, WI 54952
(920) 832-2616